Our goal is to process your claim as quickly as possible. Below is a list of required documents needed to review your claim request.

Please submit legible copies in the form of a PDF, TIF file, JPEG, Word document, or Excel spreadsheet. We suggest you also retain copies for your records.

If the administrator on your GAP Addendum is Automobile Protection Corporation and the address is **Norcross, GA**, please submit documents via:

EASYCARE PORTAL:
gapclaims.easycare.com

You can contact our office:
(800) 521-2774
gapdept@easycare.com

If the administrator on your GAP Addendum is Automobile Protection Corporation and the address is **Westerville, OH**, please submit documents via:

NATIONAL AUTO CARE PORTAL:
nacgapclaims.easycare.com

You can contact our office:
(800) 526-8678
gapclaims@apcoholdings.com

What documents need to be submited?

From You:

- ☐ Your current email address for correspondence

From Your Dealership or Lender:

- ☐ Signed GAP Deficiency Waiver Addendum
- ☐ Complete Financing Contract (Loan or Lease Agreement, including all pages)
- ☐ Buyer’s Order / Invoice / Purchase Order
- ☐ Please cancel any cancelable products including but not limited to, Credit Life Insurance, Accident and Health Insurance, Service Contracts or Theft Deterrent Products and provide the refund amounts.

NOTE – If refunds amounts are not provided the full purchase price will be deducted from the claim until proof of refund is provided.

From Your Lender:

- ☐ Detailed Loan Payment/Transaction History showing principal/interest split and running balance
- ☐ Copy of Insurance Settlement Check issued to lender

From Your Primary Insurance Company:

- ☐ Settlement Breakdown which matches settlement check amount
- ☐ Complete Valuation Report including all pages
- ☐ If Insurance claim paid under Comprehensive, a brief explanation is required

From Your Local Agency:

- ☐ Police report or fire department report if loss was due to theft, fire, or vandalism, or in the event that you did not have primary insurance at the time of the loss.

Please note that some additional documentation may be requested.

IMPORTANT

All claims must be reported to EasyCare within 90 days of the date of primary insurance settlement, or in the event no primary insurance was in force, 90 days from the date of loss. Due to privacy laws, often your documents will have to be obtained by you. EasyCare will not gather this documentation on your behalf.